

Video Information System Guidelines

General Information

- Community Services Agency Video Information System is located in our StanWORKs lobby. It is a series of monitors which will display a PowerPoint presentation to our customers.
- The purpose is to improve the communication of information to our customers regarding our services and services in the community.
- The system is maintained by the Community Services Agency and our StanWORKs reception staff are responsible for the daily operations.

Request Guidelines

- Requests must be kept simple.
- Requests should include the following:
 - Name of requestor
 - A contact name and phone number
 - Event/Committee/Department
 - Announcement Date
 - Message
- All Video Information System requests are subject to a two weeks notice. *Any exceptions to the two-week time frame will require reception supervisor approval.*

Acceptable Requests

Below are examples of acceptable requests. Acceptable requests are not limited to the following.

Community Resources

- Utility programs
- Food Pantries
- Salvation Army

Partners

- HSA (WIC, Immunizations)
- Modesto Junior College
- Child Care Resource and Referral
- DCSS
- DET

Facility

- Operational hours
- Directions
- Services available in the building

- Emergency evacuation

Program Information

- Program explanation (What are the programs we offer? Subsidized child care, etc.)
- Upcoming program changes (Welfare reform, Medi-Cal Health plans)
- Customer expectations (Help us help you, reporting responsibilities, form completeness)
- Quarterly Reporting (Explanation and schedule)
- Case processing time frame (Intake)
- Phone call returning policy

Education

- Educational opportunities

Employment

- WTW activities
- Job announcements

Customer Information

- Parenting and nutritional videos
- Recreation (International Festival, libraries, etc.)
- Support (Support Groups, Christmas gift sign-up, holiday food baskets)

Unacceptable Requests

- Personal or commercial announcements or needs, such as items for sale, rent, pets, birthday announcements.
- Requests for the donation of money or items.
- Requests for events sponsored by organizations or groups that may create internal and/or external controversy.
- Requests that contain offensive, unethical, or discriminatory material.

Submitting A Request

1. Send an email with all requested information to cvis@stancounty.com.
2. Reception supervisor or lead worker will contact you regarding your request.
3. Questions or concerns regarding a request please contact Tryna Pocaroba at (209) 558-2091.